Updating the Touchpad Firmware on the Intel® NUC 9 Extreme Laptop Kits LAPQC71A & LAPQC71B

January 2021

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Revision History

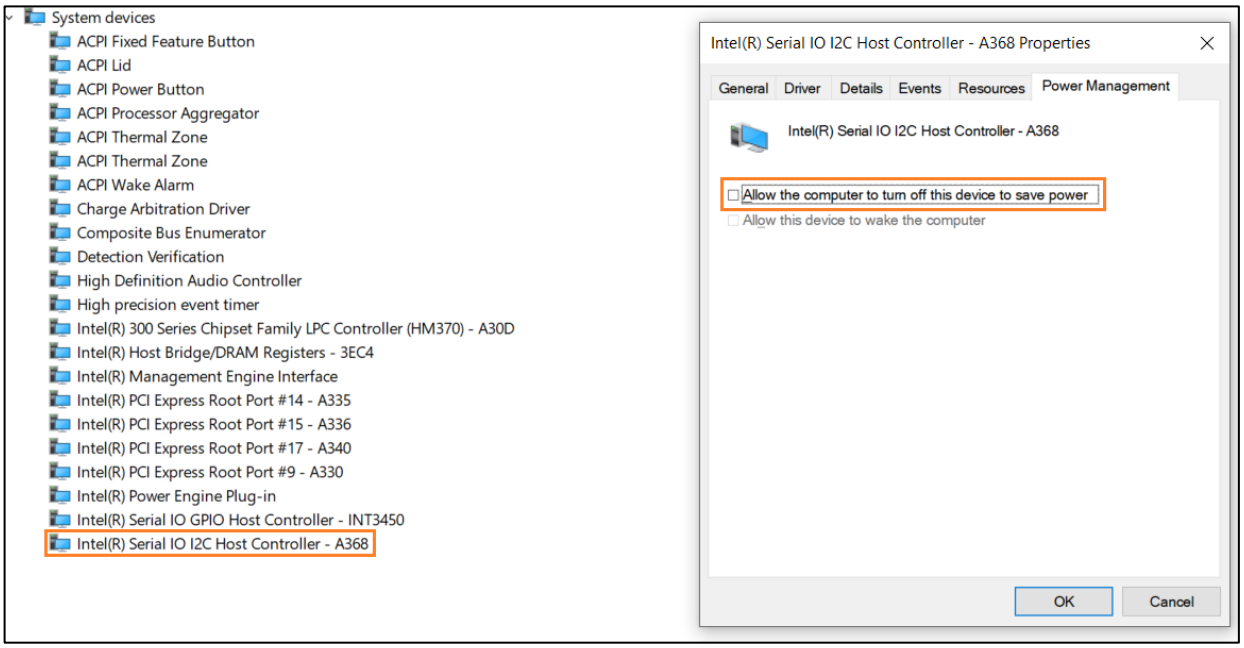
Date	Revision	Revision History
July 2020	1.0	Initial Release
September 2020	1.1	Product renamed
December 2020	1.2	Added troubleshooting recommendations
January 2021	1.3	Added new firmware update process instructions

1.0 Touchpad Firmware Update Process

This document will guide you on to update the touchpad firmware on the Intel NUC 9 Extreme Laptop Kits LAPQC71A & LAPQC71B. Make sure to run the update with the power adapter connected.

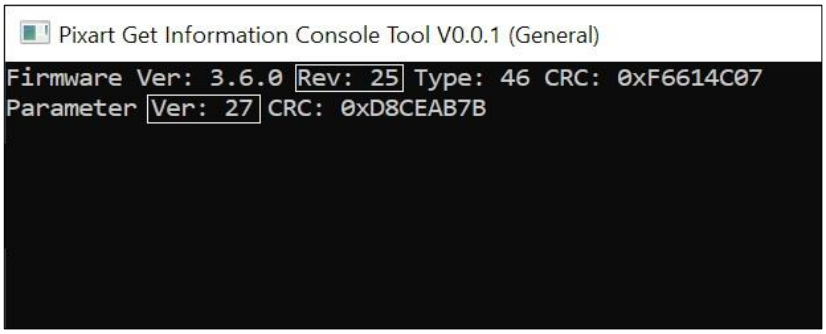
Note: Do not run this firmware on the Intel NUC 9 Extreme Laptop Kits LAPQC71C & LAPQC71D. The touchpad may stop working.

1. Open *Device Manager* -> select the arrow next to **System devices,** to expand the selection, -> double-click on **Intel® Serial IO I2C Host Controller** ->Select the **Power Management** tab -> Make sure that *Allow the computer to turn off this device to save power* is de-selected.



2. Unzip the package; *Touchpad Firmware Update Tool for Intel NUC 9 Extreme Laptop Kits LAPQC71A & LAPQC71B-Version 25-Parameter 29*.

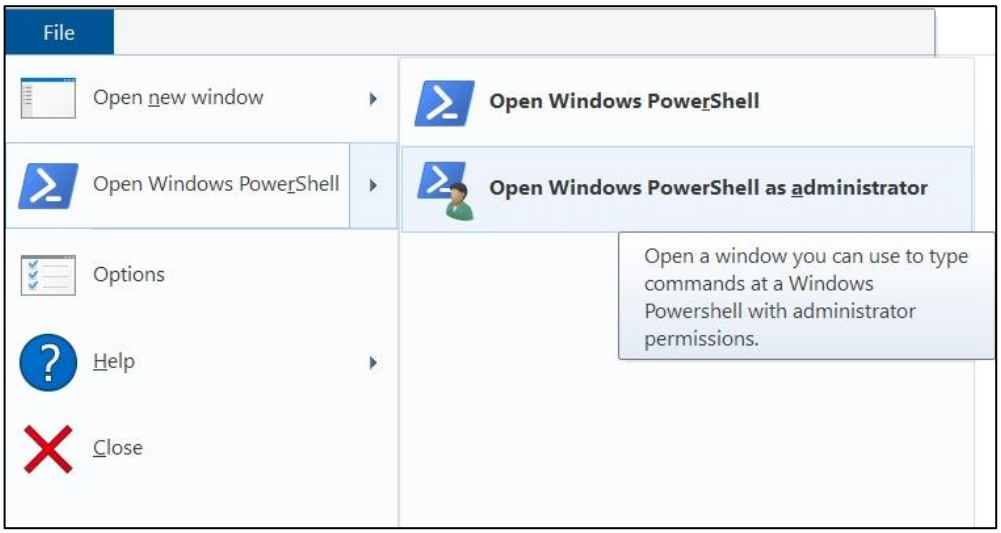
3. Navigate to the *Uniwill General Console* folder and double-click on the application, **Uniwill Info General Console V0.0.1.exe** to display the current touchpad firmware.



Rev: xx and **Parameter Ver: yy** — is the current firmware version on the device.

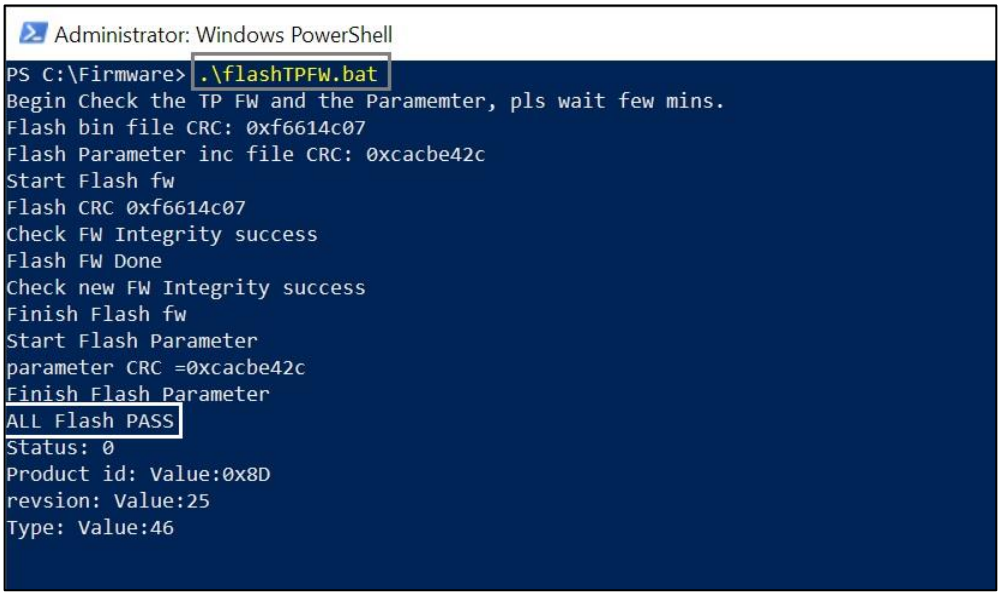
Note: Do not use the touchpad during the update process!

4. If the device needs to be updated, navigate to the **Firmware_Update** folder and Open Windows PowerShell as administrator — (File -> Open Windows PowerShell -> Open Windows PowerShell as administrator).



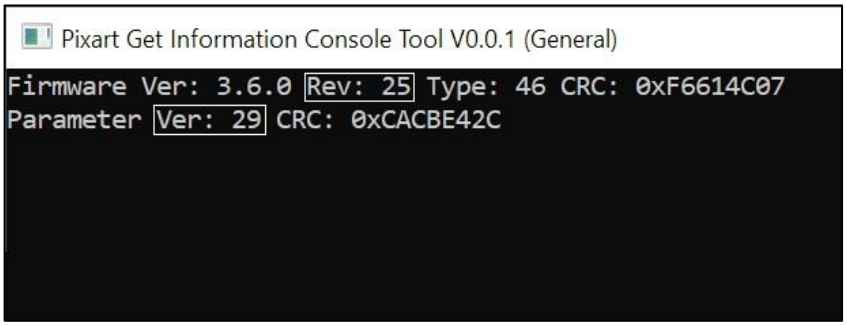
5. Type **.\flashTPFW.bat** and press Enter.

Note: Do not use the touchpad during the update process!

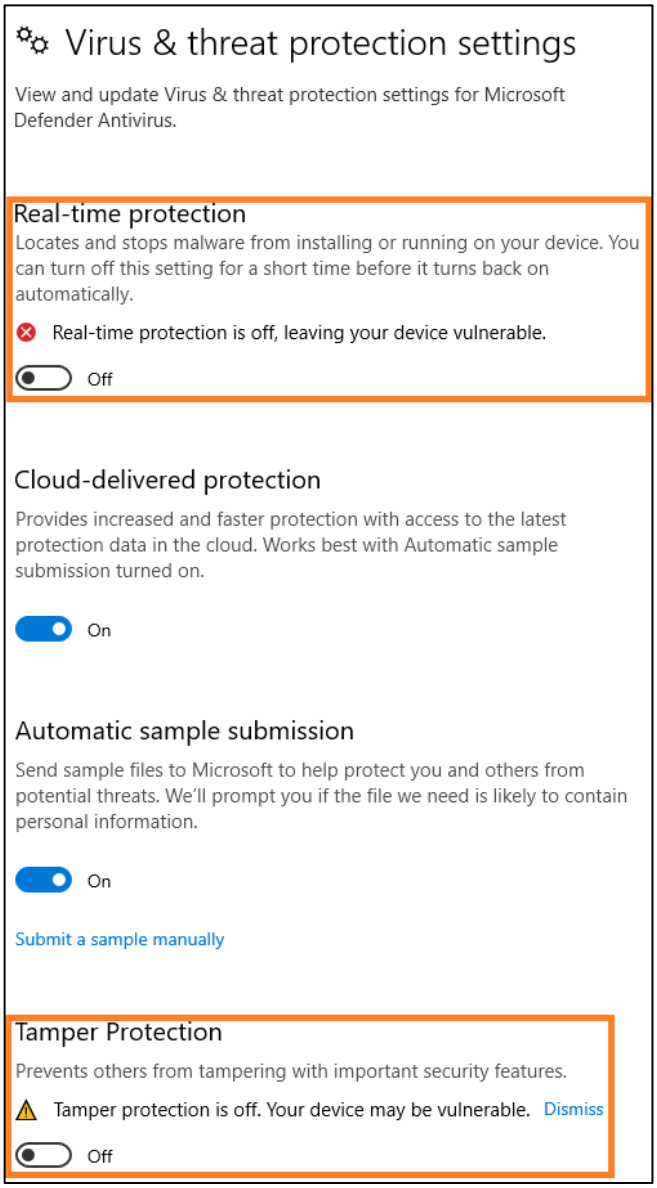


6. Restart your computer after update is completed.

7. To check the firmware version, navigate to the *Uniwill General Console* folder and double-click on the application, **Uniwill Info General Console V0.0.1.exe** to display the current touchpad firmware.



1.1 Troubleshooting

If you've received an error and/or the update failed, please make sure you follow the below suggestions, and then run the firmware update again.

1. Disable all anti-virus software, including Windows Defender-both **Real Time Protection & Tamper Protection.** To get to those fields:
    a. Open **Settings** -> Select **Update & Security** -> Select **Windows Security** -> Select **Virus & threat protection** -> Beneath, *Virus & threat protection updates* select, **Manage Settings** -> in the new window that opens, turn *off:* **Real-time protection & Tamper Protection**